

BEST AVAILABLE COPY



Intellectual Property Law Group

Verizon Corporate Services Group Inc

600 Hidden Ridge Drive
Irving, Texas 75038
MailCode HQE03H14
Phone: 972/718-4800
Fax: 972/718-3946
E mail:
christian.andersen@verizon.com

RECEIVED
CENTRAL FAX CENT

SEP 22 2005

To: U.S. Patent and Trademark Office – From: Christian R. Andersen
MAIL STOP: Amendment Specialist – Intellectual Property
Examiner: Gerald GAUTHIER
Group Art Unit: 2645
Confirmation No.: 5046

Fax: 571-273-8300 Pages
with 22
Cover:

FORMAL SUBMISSION OF:

- 1) Petition for Two (2) Month Extension of Time; and 2) Amendment.

Title: APPARATUS AND METHOD FOR VISUALLY REPRESENTING BEHAVIOR
OF A USER OF AN AUTOMATED RESPONSE SYSTEM
Serial No. 10/090,579
Filing Date: March 4, 2002
First Named Inventor: Patrick PETERSON
Atty. No. 01-4004 RCE 1
Customer Number: 32127

CERTIFICATE OF FACSIMILE TRANSMISSION

I hereby certify that the above-referenced documents are facsimile transmitted to the Patent and Trademark Office on the date shown below:


Christian R. Andersen

Date of Transmission: September 22, 2005

RECEIVED
OIPE/IAP

SEP 23 2005

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

RECEIVED
CENTRAL FAX CENTER

SEP 22 2005

In re: Patrick PETERSON et al. Confirmation No.: 5046
Appl. No.: 10/090,579
Filed: March 4, 2002
Group Art Unit: 2645
Examiner: Gerald GAUTHIER
For: APPARATUS AND METHOD FOR VISUALLY REPRESENTING
BEHAVIOR OF A USER OF AN AUTOMATED RESPONSE SYSTEM

Docket No.: 01-4004C RCE 1
Customer No.: 32127

September 22, 2005

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

AMENDMENT

Sir:

In response to the Official Action dated April 22, 2005, please amend the above-identified patent application as follows:

Amendments to the Claims are set forth in the listing of claims beginning on page 2 of this paper.

Remarks begin on page 12 of this paper.